



IT CONTRACTS & LICENSING ADMINISTRATOR

DIVISION:	USA	JOB CODE:	1082
LOCATION:	Spokane	JOB FUNCTION:	IT & Systems
DEPARTMENT:	Information Systems	FLSA STATUS:	Nonexempt
REPORTS TO:	Mgr. – IT Endpoint Computing Support	EFFECTIVE DATE:	02/24/26

JOB SUMMARY

Provide operational and administrative IT support by assisting with contract management, vendor agreements, and licensing. Perform IT-related purchasing and procurement functions, monitor associated intracompany activities, and provide reporting to keep stakeholders informed of statuses/results versus department requirements and goals. Work with IT personnel and cross-functional teams to support routine tasks and process improvement initiatives.

QUALIFICATIONS

Education/Experience

Associate's degree in Information Technology, Computer Science, Business Administration, or related field plus a minimum of two (2) years of experience supporting Software Licensing, Contract Administration, and/or IT Asset Procurement and Management functions; or equivalent combination of education and experience.

Experience with IT ticketing and/or asset management systems (ServiceNow, Jira, Manage Engine) preferred.

Knowledge/Skills/Abilities

Technical Skills. Familiarity with inventory management and purchasing systems. Ability to understand and follow structured processes and policies, IT asset management, licensing, and procurement operations, and work cross-functionally with internal departments (e.g., IT, Supply Chain, Finance, and Business Administration).

Core People Skills. Ability to positively interact and work collaboratively with a diverse group of people at all levels of the organization and across the globe. Genuine with high ethical standards and values, and personal integrity and honesty. Displays humility and adaptability. Ability to apply a large measure of common sense to a variety of situations. Entrepreneurial attitude toward work center excellence.

Communication Skills. Ability to speak clearly and persuasively in positive or negative situations, listen and obtain clarification, and respond well to questions. Proficiency in writing clearly and concisely and editing work for spelling and grammar. Ability to vary writing style to meet business needs.

Computer/Applications Skills. Proficient MS Office computer skills, including Word, Excel and PowerPoint and Sharepoint. Ability to utilize IT ticketing and asset management systems.

Core Business Skills. Ability to exercise sound judgement and discretion in handling of proprietary and confidential information. Displays willingness to make decisions and work independently, without significant direction and to use resources effectively to "figure it out". Strong critical thinking skills, judgment and keen attention to detail and accuracy. Ability to work collaboratively within a matrix environment. Exceptional prioritization, time management and organizational skills. Ability to write routine reports and correspondence. Highly organized, detail oriented and self-disciplined.

Professional Investment. Demonstrated commitment to personal professional development and life-long learning.

Flexibility. Ability to occasionally work beyond normal business hours to meet business needs.

Travel. Ability to travel by land and air, up to 15%. Valid U.S. Passport or ability to obtain.



ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

1. Support software licensing and access needs, by:
 - a) Assisting with maintaining software entitlement and subscription records.
 - b) Assisting with the assignment, removal, and tracking of license usage.
 - c) Monitoring renewals and providing notification to users regarding upcoming expirations.
 - d) Collecting usage and allocation data for compliance checks.
2. Support the management of contracts and vendor agreements, by:
 - a) Updating contract and renewal calendars in the tracking system.
 - b) Organizing vendor agreements, product information, and support contacts.
 - c) Assisting with data gathering and comparison documents for contract renewals.
3. Perform purchasing and procurement functions, to include:
 - a) Processing IT purchase requests and coordinating vendor quotes.
 - b) Creating and tracking purchase orders from submission through fulfillment.
 - c) Confirming delivery of equipment and coordinating invoice reconciliations with Finance/Accounts Payable.
 - d) Maintaining purchasing documentation and vendor-related records.
4. Provide operational and administrative support, to include:
 - a) Preparing simple reports such as inventory status, purchase order tracking, and expense summaries.
 - b) Maintaining organized records, workflows, and documentation libraries.
 - c) Working with stakeholders to manage licensing needs.
 - d) Supporting process improvements related to hardware, licensing, and purchasing.
 - e) Working with IT, Finance, and endpoint teams on routine tasks.
5. Monitor and provide reporting for success indicators, to conclude:
 - a) Accuracy of hardware and software records versus goal (> 95% inventory accuracy).
 - b) Oversight and monitoring of regional Audits.
 - c) Timely processing for purchase requests, purchase orders, and receipts.
 - d) Confirmation of well-organized documentation and contract records.
6. Promote positive team member and customer relations by supporting Pyrotek's commitment to a working environment of tolerance, acceptance and civility. Respond appropriately to inquiries, concerns and complaints by being professional, courteous and respectful at all times.
7. Maintain regular, consistent, reliable, punctual, and predictable attendance, as required to achieve internal and external customer satisfaction.
8. Actively and positively participate in problem resolution, demonstrating constructive communication, timely response and effective resolution skills. Work effectively within team environments both within your department and across the organization.
9. Cooperate and comply fully with all Pyrotek policies and procedures. Actively support and follow the Pyrotek Safety Program.
10. Actively support compliance with all relevant ISO management system standards by maintaining electronic resources to comply with and support ISO document control systems and operational processes. Implement systems to control electronic waste.



11. Participate in company/department meetings, training activities, continuing education programs and other associated activities.
12. Consistently promote and communicate Pyrotek’s core values through work performance and excellent customer service.
13. Perform other tasks as assigned.

PHYSICAL/SENSORY REQUIREMENTS

The following physical activities described here are representative of those required by a team member to perform the essential functions of this position. Reasonable accommodation, if feasible, will be made to enable individuals with disabilities to perform the functions of position.

Must be able to sit for long periods-of-time, bend and reach, use stairs, lift up to 25 pounds occasionally and communicate effectively in English by telephone, in person and in writing. Effectively use a personal computer, office equipment and telephone.

WORKING ENVIRONMENT

While performing the essential responsibilities of this position, the team member will generally work in an office environment with occasional exposure to a manufacturing environment that may present loud noise, moving mechanical parts, and fumes or airborne particles. Personal Protective Equipment (PPE) including approved footwear, respirators, and safety glasses/goggles may be required.

Team Member’s Signature

Date